

**CITY OF UPLAND**

460 N. Euclid Avenue, Upland, CA 91786

PO Box 460, Upland, CA 91785

Customer Service: (909) 931-4150

Fax: (909) 931-9923

Mon – Thurs 8:00 am – 6:00 pm / **CLOSED FRIDAYS**

Account Number: _____

Date: _____

APPLICATION FOR UTILITY SERVICES**Utility Account:**

Applicant Name: _____ Second Applicant Name: _____

Service Address: _____
Address City State Zip CodeMailing Address: _____
Address City State Zip CodePhone Number: _____ Alt Phone Number: _____
Please circle one: Mobile Home Business Please circle one: Mobile Home Business**Security Information:**

Social Security #: _____ Driver's License #: _____

Federal Tax ID#: _____ Driver's License Issuance State: _____

Date of Birth: _____

Landlord Information (if applicable):Landlord Name: _____ Phone Number: _____
Please circle one: Mobile Home BusinessLandlord Address: _____
Address City State Zip Code**Refuse:** please circle one

Barrel Size: 35 Gallon 65 Gallon 95 Gallon

To establish refuse service for commercial accounts, please contact Burrtec Waste Industries at (909) 949-0500.

I currently (**do / do not**) have an active alarm system at this property. If I choose to install an alarm system at a later date, I will obtain a permit for a fee of \$35.00 with the City of Upland. Apply online at www.ci.upland.ca.us click on 'How do I' and click 'Apply for Alarm Permit.'

I currently (**do / do not**) have a dog on the property. I am aware that a dog 4 months of age or older must be licensed through the City of Upland within 30 days, and a current rabies certificate must be provided to obtain a license.

Service Start Date: _____ **Service Disconnection Date:** _____

If it is not possible for me to be present at the time the water service is to be connected, I will assume responsibility for any water damage caused as a result of this turn-on.

I am requesting service disconnection for the above stated service address on the above date. I am aware that I will receive a Final Bill in addition to any current charges due on the account.

I agree to use water/sewer/refuse utility services and pay therefore in accordance with the rates, rules, and regulations legally in effect by the City of Upland. I declare under penalty of perjury under the laws of the State of California that the information that I have provided is true and accurate. I acknowledge that the provision of false information is grounds for termination of service.

Signature: _____ **Date:** _____**Office Use Only:**

Account Type: R C A CD G S L

Residential/Commercial/Apartment/Condo/Government/School/Landscape

SW-\$40; RF-\$40, SW&RF-\$85, O-\$215, R-\$215, C-\$_____

Advance Payment: _____

Same-Day Service 8:00 a.m. - 4:30 p.m.: T1/T3= \$35

Same-Day Service After 4:30 p.m.: T2/T4= \$105

Account Class: O R P
Owner/Renter/Property ManagerCity Code: I O
Inside/Outside**ACCEPTABLE FORMS OF PAYMENT:**
CASH, CASHIER'S CHECK/MONEY ORDER
VISA, MASTERCARD OR AMERICAN EXPRESS**PAID STAMP****FINANCE USE ONLY**

Requirements for all Residents to Start Service

- Residents must be present at City Hall to start utility service for water, sewer, & refuse
- Complete a New Service Application
- Residential Properties will require a \$215.00 Advance Payment
 - Same-Day Service before 4:30 p.m. an additional \$35.00 will be collected
 - Same-Day Service after 4:30 p.m. an additional \$105.00 will be collected
- Commercial Properties please contact Customer Service at (909) 931-4150 for Advance Payment
- New Owners of a property must provide a copy of the **Final Closing Statement from Escrow**
 - If the property ownership is listed in a Trust the city will request a copy of the trust documents that names the party attempting to establish service as a Trustor/Trustee
 - If the property ownership is listed in a Business Name the city will request copies of the business documentation (i.e.: Articles of Incorporation/LLC/LP paperwork) that names the party attempting to establish service as an authorized agent for service
- Owners of a rental property must contact Customer Service at (909) 931-4150 to authorize their tenants to start service
- Tenants of a property must provide a copy of the Lease Agreement
- Photo Identification – Driver's License or Passport

Advance Payment will credit directly back to the utility account after 12 months of consecutive and on-time payments.

For Owners & Tenants

Upland Municipal Code Section 13.32.110 (A)

Notwithstanding any other provision of this chapter, charges for services and facilities furnished by the city shall constitute a lien against the lot or parcel of land within the city or outside the city limits of the city, against which the charge was imposed and which the services were rendered, if such charges remain delinquent for 60 days. The city shall send a bill to the property owner after a tenant fails to pay the delinquent charges. The bill shall include a statement notifying the property owner of the lien provided by this section.

****The city will send duplicate copies of any tenant's Disconnection Notices and their Final Bill to the property owner. This serves as notification of any delinquent account balance and final charges for the property.****

Frequently Asked Questions

Q: Can someone else start service on my behalf?

A: Yes. If you are the owner of the property you may provide a Letter of Authorization allowing someone other than yourself to start utility service in your absence. In addition, you must provide a copy of your photo identification.

Q: Can I mail in my application to start service?

A: Yes. If coming into City Hall is not possible you may mail in your completed application and copies of proof of ownership/lease agreement, photo identification, and advance payment of \$215.00 (via cashier's check/money order) to the following address: PO Box 460, Upland, CA 91785

****Please note that once documents are received via mail, the documentation will be evaluated to determine that all required information is present. If all required documents and payment have been received service will start the next business day. If any documentation is missing, all documents will be mailed back and a request for the missing documentation will be enclosed. Please do not send originals by mail.****

Q: If I am the owner of a rental property and my tenant moves out, will service automatically transfer back into my name?

A: No. Utility services are not transferrable. The City of Upland requires a new service application and a new advance payment to re-establish service

Q: If the property ownership is listed as a Trust/Business Name what do I need to provide to establish service?

A: If the property ownership is listed in a Trust the city will request a copy of the trust documents that names the party attempting to establish service as a Trustor/Trustee

If the property ownership is listed in a Business Name the city will request copies of the business documentation (i.e.: Articles of Incorporation/LLC/LP paperwork) that names the party attempting to establish service as an authorized agent for service

Q: What is the Stand-By Service Fee on my bill?

A: This is the ready-to serve fee (base rate) charged to the account on a bi-monthly basis for the meter servicing the property. This fee will be charged based on the size of the meter currently at the property

Q: What are the requirements to disconnect utility service?

A: To disconnect utility service please contact Customer Service at (909) 931-4150. You will be required to provide a forwarding address for the Final Bill on the account (being on auto-pay does not alleviate the requirement to provide a forwarding address). You may request service disconnection Monday thru Thursday. Any request for service disconnection will take place the next business day, unless the person requesting the service disconnection agrees to pay the same-day service fee. You may also disconnect service in person at City Hall by filling out the disconnection application

****Please note: You must speak with a Customer Service Specialist via telephone or in person to verify account information for disconnection of service. Failure to contact the City of Upland in regards to disconnection of service will result in charges on the account until a valid disconnection date is provided or until a new party starts utility service in their name. The city will not be able to back-date a disconnection date.****